From: Rodriguez, Tony
To: Vinger, Tom

 Sent:
 7/17/2013 2:59:54 PM

 Subject:
 RE: 12 July EIC Report

Attachments: Scanned from a Xerox multifunction device.pdf

Yes, the receipt a customer receives at the conclusion of the transaction is good for 60 days from issuance. This week the card mailing cycle has ranged from 6 – 11 days. The temporary receipt can be used to vote immediately. Attached is a test sample I just had run to confirm

v/r

Tony Rodriguez

Customer Operations Senior Manager - South and West

Driver License Division

Texas Department of Public Safety tony.rodriguez@dps.texas.gov

512.424.5657 (O) 512.739.9709 (C) 512.424.5233 (F)

The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: http://www.survey.utexas.edu/txdps/

From: Vinger, Tom

Sent: Wednesday, July 17, 2013 2:42 PM

To: Rodriguez, Tony

Subject: RE: 12 July EIC Report

So, does the EIC receipt have an expiration date, I am not sure I established that. I know it can be used for voting, but it not the final product, if I am understanding correctly.

From: Rodriguez, Tony

Sent: Friday, July 12, 2013 4:30 PM

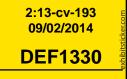
To: Peters, Joe

Cc: Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara;

Segundo, Carolina

Subject: 12 July EIC Report

1 inquiry 0 issuances



12 July EIC Report				
1A	Issuance	0		
	Inquiry	0		
1B	Issuance	0		
	Inquiry	0		
2A	Issuance	0		
	Inquiry	0		
2B	Issuance	0		
	Inquiry	0		
3	Issuance	0		

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	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	0	
6B	Issuance	0	
	Inquiry	1	Austin South had one inquiry but the person already had a valid Texas ID Card.
Total EICs Issued Today		0	
Total EIC Inquiries Today		1	
Total EICs Issued to Date		2	
Total EIC Inquiries to Date		31	

v/r

Tony Rodriguez

512.424.5233 (F)

Customer Operations Senior Manager – South and West Driver License Division
Texas Department of Public Safety
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